Business Continuity for Zscaler Private Access at a Glance

Key Benefits

Maximize business resilience:
Keep business operational and employees productive by ensuring secure access to corporate applications and minimizing impact of network outages, cybersecurity threats, or natural disasters.

Minimize security trade-offs:
Maintain zero trust security posture at all times. ZPA's robust business continuity offering ensures security controls and policies are enforced, even during disruptions, outages, and black swan events.

Reduce financial risk:
Meet and exceed regulatory requirements and compliance standards to build trust and reputation for your business. Minimize penalties and ensure smooth audits to prove compliance with detailed logs.

Ensure uninterrupted, policy-enforced access to private applications even when the Zscaler cloud is unreachable

Business Challenge

Businesses rely on connectivity for daily operations. Any disruption to connectivity or access to applications and resources can result in financial and reputational losses. According to Uptime Intelligence, 54% of organizations have suffered a recent outage that cost more than US$100,000, and network-related issues are the largest single cause of IT service outages. Financial loss in both direct (e.g., lost deals and fines) and indirect costs (e.g., employee productivity) have been trending upward for several years. This data offers clear financial justification for organizations to ensure business continuity and provide users with uninterrupted access to all private applications during network outages.

Business continuity should not require a trade-off with security. Organizations, especially those dealing with sensitive data or maintaining critical infrastructure, should ensure proper security controls are in place at all times to prevent cyberattacks. Additionally, industry regulatory standards such as HIPAA, and compliance standards such as ISO 27001 require business continuity while maintaining proper information security controls during outages and disruptions.

Solution

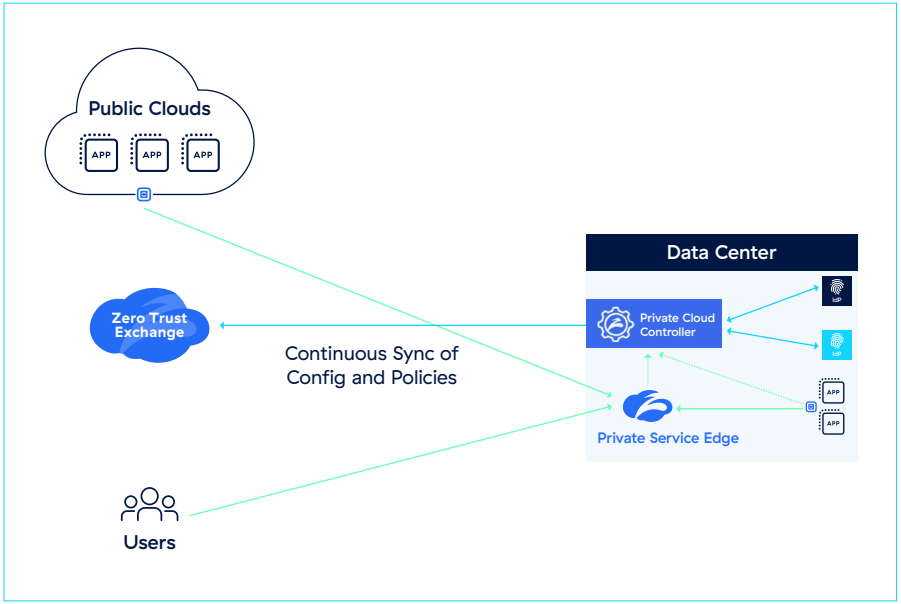
Zscaler Private Access™ (ZPA) is already a highly available and resilient cloud service delivered from public or private service edges. Deploying Business Continuity for ZPA provides the benefits of uninterrupted, zero trust, policy—enforced access to private applications when service is disrupted and the Zscaler cloud is unreachable.

The highly ruggedized solution is designed for customers operating in heavily regulated industries; or striving to meet robust business continuity—related compliance mandates.

How It Works

Business Continuity for ZPA comprises a Private Cloud, which is a logical grouping of a Zscaler Private Cloud Controller and its associated Private Service Edges and App Connectors. The Private Cloud Controller continuously synchronizes with the Zscaler Zero Trust Exchange™ platform for authentication and access configurations and policies.

When the solution detects an outage and cannot reach the Zero Trust Exchange, ZPA automatically switches over to Business Continuity Mode. Users are redirected through the customer's private cloud system for authentication and policy enforced access to private applications. This transition is seamless for end users, and for administrators, the solution's log streaming service captures log data to the customer's SIEM solution. ZPA automatically exits Business Continuity Mode when connectivity to Zscaler cloud is reestablished.



Solution Capabilities

Automatic switchover: ZPA automatically switches to Business Continuity Mode when an outage is detected, and then automatically switches back when Zscaler cloud connectivity is reestablished.

Configuration and policy sync: The Private Cloud Controller continuously synchronizes with the Zscaler cloud to keep authentication requirements, access and app protection policies, and application segment configurations updated.

New user enrollment: New users can be enrolled into ZPA in Business Continuity Mode.

Continuous policy enforcement: Zero trust policies are enforced even when Zscaler cloud is not reachable, maintaining strong security posture and meeting compliance requirements.

Load balancing: Automatic load-based user-to-PSE redirection for data traffic ensures performance and scalability.

Log Streaming Service: Captured log data provides an audit trail and simplifies compliance attestation.

Learn more about Zscaler Private Access >

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Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at **zscaler.com** or follow us on Twitter **@zscaler**.

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